

Current	Proposed	Rationale			
16.4 When a Student has stopped engaging and/or attending Class(es), all reasonable efforts will be made to contact the Student to determine whether they intend to continue their studies. The Head of School may approve the withdrawal of any Students who have stopped engaging and/or attending Class(es). This will be categorised as an administrative withdrawal.	To remain the same	<p>There is no change from existing policy around the wording of ‘reasonable efforts to contact students’. This instead sets the foundation to ensure an internal process is created for domestic students which I’ve been advised:</p> <p>There is no Unitec wide approach at present for all students, although this is being worked on as part of the AQAP for 2020:</p> <table><tr><td rowspan="2">Focus 2: Monitoring Student Progress &amp; Providing Support</td><td>2.1 Student Monitoring/Tracking System</td></tr><tr><td>2.2 Student Outreach Programme</td></tr></table> <p>Option to consider rewording to:</p> <p>16.4When a Student has stopped engaging and/or attending Class(es), all reasonable efforts will be made to contact the Student to determine whether they intend to continue their studies.</p> <p>- <b>for domestic students</b>, all reasonable efforts to contact the student (process being worked on as part of AQAP)</p> <p>- <b>for International students</b>, all reasonable efforts to contact the student are set in the Non attendance procedures for International students.</p> <p>The Head of School may approve the withdrawal of any Students who have stopped engaging and/or attending Class(es). This will be categorised as an administrative withdrawal.</p>	Focus 2: Monitoring Student Progress & Providing Support	2.1 Student Monitoring/Tracking System	2.2 Student Outreach Programme
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18.1 Unitec’s “No Show” Policy applies across all Programmes / Courses that a Student is enrolled in. If a Student does not attend any Classes for one Course they are enrolled in but does attend Classes for another Course they are enrolled in, then the student is not a “No Show” as they have attended Class.	To remain the same	<p>Based on current policy:</p> <ul style="list-style-type: none"><li>Students <b>who follow procedure</b> and withdraw in writing are penalised by the 10% admin fee (and dependant on the date of withdrawal may forfeit all fees paid)</li><li>Students who <b>do not follow procedure</b> and do not let Unitec know they will not use our services are rewarded and given 100% refund</li><li>To support long term student success our responsibility is to drive responsible behaviours by students. These behaviours teach our students that their first financial commitment of which is a significant cost does not need to comply or act responsibly in regards to their contractual agreements they have signed.</li></ul>			

		<ul style="list-style-type: none"> <li>• No Show students are not identified until within 30 days of the course start date (as per current policy) this results in non-attending students holding places in courses that could have been given to another paying student.</li> <li>• Students who are enrolled for multiple courses may formally withdraw from 1 and be a No Show for the other- we should be setting a consistent and fair approach this results in a significant administrative checking for APMs and processing staff because the students intentions are not clear.</li> <li>• Students can commit StudyLink fraud by enrolling in courses to be eligible for a student allowance/loan and then not show up to any of those courses with StudyLink not being notified until after 60 days or more and students still receiving a loan, allowance and course related costs.</li> <li>• we would reduce cost by: <ul style="list-style-type: none"> <li>a) only providing a refund as per the refund policy</li> <li>b) decreased labour costs for staff currently processing No Shows.</li> </ul> </li> </ul> <p>Where a student is a No show for reasons beyond their control then we have the exceptional Refund policy to assist students in these situations.</p>
18.2 (d) Accessed Moodle or any of the electronically based class material after the Class Start Date.	To remain the same	Simon T. raised a point questioning what if a student tried to access Moodle to withdraw. This would then mean the student is not classed as a no show as they are wanting to formally withdraw which does not meet the criteria of a No Show.